Rundoo

GETTING STARTED WITH RUNDOO · TRANSACTIONS

Waiving a Finance Charge

> Void a finance charge so it comes right off a customer's balance.

Step-by-step walkthrough ~2 min read Companion to the 1:25 video

You have those long-time customers who are always good for it. Say one of them picks up a finance charge on their statement and you just want to make it go away as a courtesy. In Rundoo that is a quick, clean fix. You find the charge, void it, and the interest drops right off their balance, as if it never happened.

BEFORE YOU START

Void is not the same as write off

These two get mixed up, so it is worth a beat. **Void** is the clean removal for a finance charge you never meant to keep, a courtesy break or an interest charge that should not have landed. It reverses the interest and takes it right back off the customer's balance. That is what this guide covers.

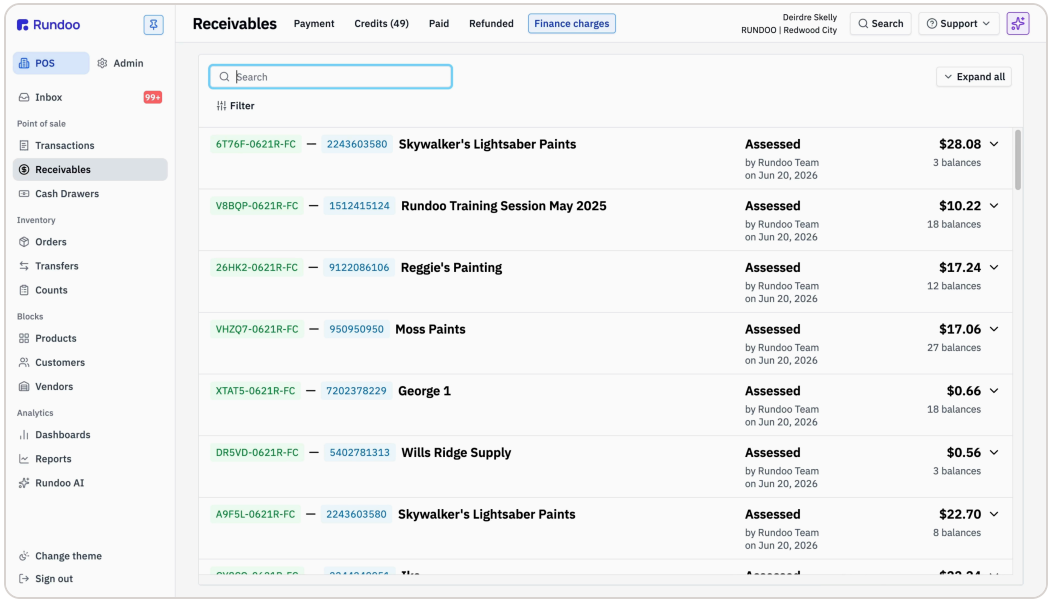
A **Write off** is a different thing. It is a payment-flow tender that books a balance as bad debt when you have decided you are never getting paid, and it cannot be undone. If all you want is to erase an interest charge, you want Void.

DO THIS

Waive a finance charge, step by step

1 Open Receivables and go to the Finance charges tab

In **POS** mode, click **Receivables** in the left sidebar. Across the top you will see Payment, Credits, Paid, Refunded, and **Finance charges**. Click that last tab.



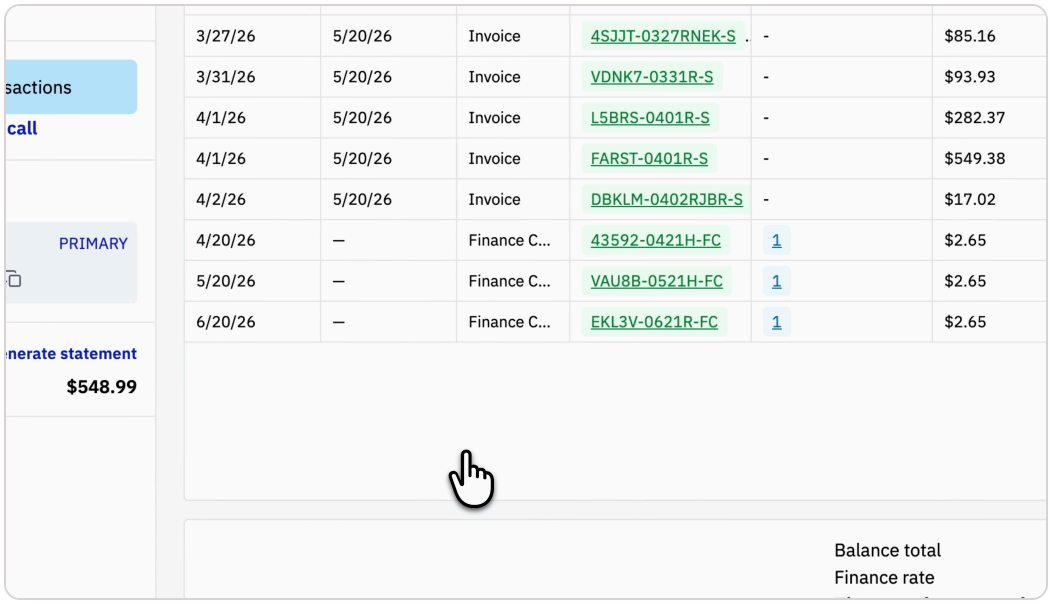
POS → Receivables → Finance charges. This is the full history of interest Rundoo has assessed, across every customer.

2 Find the charge you want to lift

Every finance charge sits in this list with its own ID ending in **FC**, so they are easy to spot. Type the customer's name into the **Search** box up top to narrow the list down to just their charges.

3 Open the charge to see the interest line

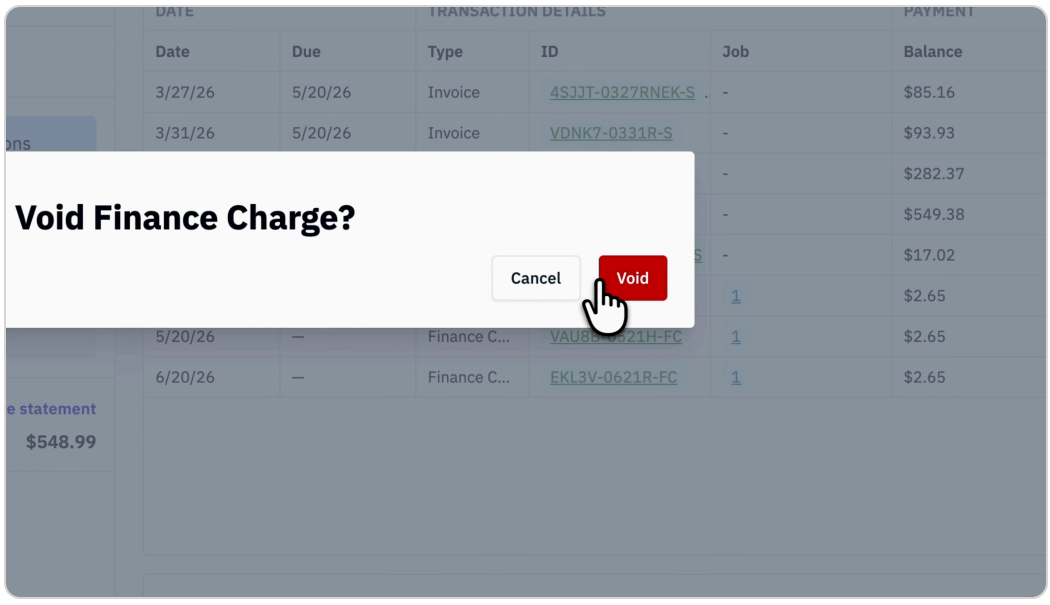
Click into the customer's finance charge to open it. You will see the account's transaction detail, with the finance charge line and the amount it added to their balance. Confirm you are looking at the right one before you remove it.



The finance charge line, alongside the customer's other transactions. Each charge ID ends in FC.

4 Void it and confirm

With the charge selected, click **Void**. Rundoo asks you to confirm with a **Void Finance Charge?** box. Click **Void** again to go ahead, or **Cancel** to back out. That is the whole thing.



The confirmation box. Click Void to finish, or Cancel if you picked the wrong one.

5

Check the balance

That is it. The charge is gone from the list, and the customer's balance and next statement drop by exactly that amount. Nothing else on the account moves.

KEEP IT HANDY

At a glance

WHERE **POS → Receivables → Finance charges** The history of all interest charged, every customer.	THE ACTION **Select the charge, click Void, confirm** Search by customer name to find it fast.
WHAT IT DOES **Reverses the interest off the balance** As if the charge never happened.	NOT THE SAME AS **Write off** That books bad debt and cannot be undone.

Good to know

- Voiding lifts this one charge. If the account stays past due, a new finance charge is added automatically on the next statement day, so voiding once does not turn off future interest.
- Spot finance charges by their ID, which always ends in FC. The other rows are invoices and payments.
- This is a great one to try in your practice store. It is all practice data in there, so void a charge or two and get comfortable with how it works.